




November 25, 2009

TO: Mayor and Members of Council
FROM: Rashad M. Young, City Manager 
SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Contact Center Feedback
- Budget Briefing for New Councilmembers
- GTA Bus Tour Honoring Rosa L. Parks

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of November 16 – 22, 2009.

Budget Briefing for New Councilmembers

Attached are several documents pertaining to questions that were raised by the new Councilmembers during the Budget Briefing that was held on November 23, 2009.

1. Responses provided by the Department of Budget and Evaluations, dated November 24, 2009.
2. Letter from the State Library of North Carolina dated August 2001.
3. Guilford County Budget Work Session, dated May 28, 2009
4. Memorandum from Interim City Manager Bob Morgan dated June 1, 2009, regarding Library Notes for County Funding.

If you have any questions, please call Sandy Neerman, Director of Libraries, at (336) 373-2471.

GTA Bus Tour Honoring Rosa L. Parks

Attached is a Media Release from the Greensboro Transit Authority announcing a special bus tour honoring Rosa Parks on December 1, 2009. The tour will be visiting four Greensboro Middle Schools where students will learn of the heroic actions of Congressional Gold Medal Winner Rosa L. Parks.

RMY/mm
Attachment

Public Affairs Department Contact Center Weekly Report

Week of 11/16/09 – 11/22/09

Contact Center

5494 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1282

Bill Extension - 184

New Sign up - 156

Request to Cutoff - 129

General Info. - 128

Field Operations

Loose leaf collection - 234

Bulk Guidelines – 89

Appliance Pick-up – 57

Dead Animal Pick-up - 48

No Service/Green Can - 46

All others

Police/Watch Operations – 331

Warrants – 180

Courts/Sheriff – 133

Landfill/Transfer/HHW – 76

Online Payments - 57

Comments

We received a total of 7 comments this week:

- 1 comment for **Finance**
Customer comment regarding online payment process for water bills: “You can’t pay a partial amount online? Anyone ever heard of technology?!”

- 4 comments for **Field Operations**
Customer called to say thank you to the crew that brought recycling bins to her apartment complex. She really appreciated it.

Durham, North Carolina resident called about appliance pick up for her mother. She said that every time she calls she gets very nice people on the phone and our service level is “great.”

Customer comment regarding leaf pick up: “I was struggling to get the pile of leaves to the curb this morning, just as the leaf truck pulled up. Your employees got everything from the curb, and then helped me get the last pile to the curb and into the truck. This is the kind of helpfulness and courtesy I’ve come to expect from City employees. Thank you.”

Customer called to say thank you to the Solid Waste crew for “a job well done.” The customer had some bulk items that were missed and our crew came back and picked them up.

- 1 comment for **Planning**
Customer called to say “You guys and gals at the City are doing a great job, thank you.”
- 1 comment for **Water Resources**
Customer was pleased to learn that the lien law is being re-worked or otherwise repealed. He wanted to let the City know that policies such as this are putting Greensboro behind other cities such as Winston-Salem.

Overall

Calls about loose leaf collection increased from last week as customers are still anxious to know when the leaves will be picked up on their streets.

Call volume was busy for us the first part of the week but returned to normal by the end of the week.

These were questions the new Councilmembers asked about Greensboro Public Libraries during the Budget Briefing on November 23, 2009 with the responses provided by the Department of Budget and Evaluations on November 24, 2009.

Q: County Contribution for Libraries

A: For FY 09-10 Guilford County **reduced** its prior year contribution of \$2,122,300 by \$350,000.

Their contribution for FY 09-10 is **\$1,772,300**. I do suspect that Greensboro Public Libraries (GPL) could very well see another reduction in FY 10-11 either similar or perhaps even greater to the County contribution. State Aid funding is also impacted by the reductions in local funding received from both the City and County. For FY 10-11, GPL will incur an additional 3% reduction in State Aid due to the local funding reductions over the past 3 years.

Q: Library State Aid forfeited if City implements non-resident fee

A: For FY 09-10, State Aid to Libraries has been reduced by 5% to date. Libraries are expecting to receive **\$316,199** in FY 09-10. If the City were to implement a Non-Resident User Fee for Guilford County residents, the Greensboro Public Library would no longer be eligible for State-Aid as a county library. GPL could be eligible for State Aid funding as a municipal library and would be required to demonstrate their commitment as such. However, during the first demonstration year it is possible that GPL would not be eligible for funding for that year. In subsequent years, GPL would not receive the State Aid block grant but would be eligible for funding at a reduction of approximately 50% of what they currently receive. Implementation of a user fee would also mean that Guilford County would no longer make any contribution to Library operations. There are also other potential consequences to implementing a user fee and if Council chooses to explore this option in the upcoming FY we would address other potential consequences.



North Carolina Department of Cultural Resources

State Library of North Carolina
Administration and Library Development

Michael F. Easley, Governor
Lisbeth C. Evans, Secretary

August 20, 2001

Sandra M. Cooper, State Librarian

Sandra Neerman, Director
Greensboro Public Library
Post Office Box 3178
219 North Church Street
Greensboro, North Carolina 27401

Dear Sandy:

In a recent telephone call, you indicated that the City of Greensboro is discussing the option of charging a fee to county residents who wish to use the library and who live outside of the city limits. You asked about the impact on Greensboro Public Library's grant from the Aid to Public Library funds if the city were to begin this practice.

Under the relevant statutes and Administrative Code, Greensboro Public Library must provide free library service for Guilford County residents if the Library wishes to receive the state aid as the county library. North Carolina's General Statutes §153A-264 states:

If a county or city, pursuant to this Article, operates or makes contributions to the support of a library, any resident of the county or city, as the case may be, is entitled to the free use of the library.

The Administrative Code states that, in order to qualify for a grant, a library must:

Provide library services easily available without discrimination to all residents of the political subdivision supporting the library.

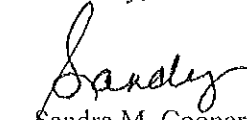
Since Guilford County provides 4% of the library's budget, the Greensboro Public Library would be required to serve county residents without charge. One possible alternative would be for the City of Greensboro to completely fund the library and not accept the 4% contribution from Guilford County. Greensboro could then become a municipal library like High Point or Chapel Hill and would receive only the per capita part of the State Aid grant.

If the library chooses to eliminate county funding from its budget, the library would no longer qualify for a block grant, which goes only to county and multicounty regional libraries. This would reduce the annual grant to the city from \$309,523 to \$163,202 with estimates based on an appropriation of \$14.9 million.

Any such action by the city would deprive the county residents living outside of the cities of High Point and Greensboro of access to free public library service. That would leave Guilford County residents as the only North Carolinians without such access.

If you have additional questions about this issue or would like to discuss it further, please feel free to give me a call.

Sincerely,



Sandra M. Cooper
State Librarian

SMC:ch

Guilford County

Budget Work Session

May 28, 2009

Library Funding

- Allocation formulas for Greensboro Public Library

Formula	%	Net Budget	Net Budget X %
% of Registered Users	24.0% unincorporated residents	\$7,203,526	\$1,728,846
% of Population	19.7% unincorporated population	\$7,203,526	\$1,418,374

- Proposed Funding:

System	FY 08-09	FY09-10 Proposed	% change
Greensboro (county system)	\$2,122,300	\$1,722,300	-19%
High Point (municipal)	\$475,000	\$385,000	-19%
Jamestown (municipal)	\$55,500	\$55,500	--
Gibsonville (municipal)	\$55,500	\$55,50	--



MEMORANDUM

TO: Mayor and City Council

FROM: Bob Morgan, Interim City Manager

DATE: June 1, 2009

SUBJECT: Library Notes for County Funding

Attached is background information regarding county funding for the library. The County Manager's budget recommendation for the library is 18.85% (\$1,722,300) less than that requested by the library (\$2,122,300).

Library Notes for County Funding

- County support over years:

Fiscal Year	Received	Target
2006-07	\$1,722,300.00	\$1,722,300.00
2007-08	\$2,122,300.00	\$2,122,300.00
2008-09	\$2,122,300.00	\$2,572,911.00
Fiscal Year	County Recommended	Target
2009-10	\$1,722,300.00	\$2,343,440.00

- Library requested \$8,805,055 for FY 2009-10 Operating Budget, which does NOT include debt service and indirect costs. City Manager has recommended a \$353,368 reduction. This reduction represents a 3.7% reduction in the library's \$8,805,055 request.
- Library requested a county grant of \$2,122,300 for the provision of library services to Guilford County residents living outside of the City of Greensboro. County Manager has recommended \$1,722,300 which is 18.85% reduction of this request.
- Greensboro Public Library's formula for grant request is based on the library usage of customers living outside the City of Greensboro but living within the county. City and County Managers verbally agreed in 2004-05 that library funding would be increased \$400,000 per year until county funding achieved 25% of the net cost of library operations. At that time, this would account for the percent of materials checked out by residents living outside the City.
- The most recent study for the FY 2009-10 grant request showed that 23.04% of library usage is by residents living outside the city. 23.04% of the adjusted cost of 2009-10 library operations is \$2,343,440. Given the current economic decline and loss of revenue for both governments, the library's request remained at the 2008-09 level of \$2,122,300.
- County grant formula for the FY 2009-10 library funding is based on residents living outside the city and unincorporated areas. This is a change from previous years.



GREENSBORO TRANSIT AUTHORITY MEDIA RELEASE

FOR IMMEDIATE USE

Contact: Kevin Elwood, Strategic Information Spc.
Greensboro Transit Authority
(336) 412-6309
kevin.elwood@greensboro-nc.gov

GREENSBORO TRANSIT AUTHORITY TAKES TO STREETS WITH ROSA PARKS BUS TOUR

Site Visits At Four Guilford County Middle School Locations

GREENSBORO, NC – November 24, 2009— Fifty-four years after a quiet seamstress made history with her refusal to abandon her seat on a Montgomery, Alabama transit bus, Greensboro Transit Authority will recognize her efforts this Tuesday with the Rosa Parks Bus Tour. GTA will join various public transportation providers nationally on December 1, 2009 by educating Greensboro area students on the pivotal event in the civil rights movement. A special GTA transit bus will visit four Greensboro Middle Schools where students will learn of the heroic actions of Congressional Gold Medal winner Rosa L. Parks, and the subsequent freedoms that we enjoy today because of her refusal to stand. Students will hear from City of Greensboro Public Transportation Manager Elizabeth James who will share the remarkable story of Ms. Parks while also touching on the benefits of public transportation in Greensboro.

"In the strides that we have seen as of late in our great country, we must take great care not to lose sight of those moments that made them possible" says Elizabeth James, Public Transportation Manager. "We are now in a period where the City of Greensboro has seen its first African-American Mayor, Chief of Police, City Manager, and of course, first African-American President of the United States. None of this would be possible without the selfless actions of others at strategic points in our history, such as in front of the Woolworth's counter or on that Montgomery transit bus."

Area media representatives are invited to join us on the tour. For an itinerary of times and locations, please contact Kevin Elwood at 336-412-6309 or

kevin.elwood@greensboro-nc.gov

The Greensboro Department of Transportation (GDOT) seeks to increase public safety and mobility through the effective planning and delivery of transportation services and operation of municipal transit. For more information about GDOT, contact us at (336) 373-GDOT (4368) or visit www.greensboro-nc.gov/gdot

The City of Greensboro works in partnership with the community to build an increased quality of life for all residents by fostering an environment where inclusion, diversity, and trust are valued. As the seventh largest employer in Greensboro, the City has a dedicated professional staff of 2700 employees who maintain four core values of honesty, integrity, stewardship, and respect. The City of Greensboro is governed by a council-manager form of government where a mayor and eight council members act as the legislative body. For more information on the City of Greensboro, please visit us online at www.greensboro-nc.gov

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